2021

Quality Assurance

Managing a pandemic

In early 2020 we found ourselves in a situation that none of us had experienced in our life time. Not only did we have concern for our own health but the service at The Pines Home Care needed to continue to support the service users who are most vulnerable.

A year on we wanted to ask the staff team how they have felt throughout and whether they had felt supported. The pandemic is not over so we also wanted to review what we could do differently going forward and where we can improve. We value the staff who deliver our service and so we must get that part right.

We asked 55 staff members to fill in the questionnaire. We received 42 responses over a two-week period. The results are remarkable.













